

If I pay my rates by direct debit, will I need to set up a new direct debit to pay my water bills?

Yes. Tiaki Wai prefers payment by direct debit. If that's also your preferred payment method, you will need to set up a new direct debit authority to Tiaki Wai. For more information, go to www.tiakiwai.co.nz/billing.

Avoiding scams

If you are unsure whether a communication is genuine, please do not click any links, provide personal information, or reply directly. Instead, verify the correspondence by contacting us through the official contact form on our website: www.tiakiwai.co.nz/contact.

What am I actually paying for when I pay water services charges?

Your water services charges will cover costs for the operation and maintenance of current and longer-term infrastructure networks that: supply drinking water to your property; remove wastewater from your sinks and toilets; and take away the stormwater from your downpipes and public areas.

How much will my Tiaki Wai water services bill be after the first year?

The numbers are still being finalised; but costs will increase year-on-year. For the most up-to-date information on what you can expect to pay, go to www.tiakiwai.co.nz/billing.

Why will water service charges increase over time?

Over time, water service charges will have to increase to cover the cost of catching up on long-overdue water network maintenance and repairs; improving resilience and environmental water quality; upgrading the essential drinking water, wastewater and stormwater networks to reduce leaks and overflows; and supporting growth into the future.

We recognise that rising water services costs will be a challenge for many households. Options will be available if you require extra support.

Tiaki Wai marks the start of a new chapter for water services in the Wellington region.

Tiaki Wai will have the resources and region-wide view to better manage and improve drinking water, wastewater, and stormwater services for people living in Wellington, Porirua, Upper Hutt and Lower Hutt.

To find out more about this change, to contact Tiaki Wai, or for the most up-to-date information, go to www.tiakiwai.co.nz.

Until 1 July 2026, to report an immediate water-related issue, contact your local council.

TIAKI WAI

Care in every drop | He wai whakauka

The way you pay for water services is changing



From 1 July 2026, your drinking water supply, wastewater and stormwater services will be provided by a new council-owned organisation called **Tiaki Wai**.

This means property owners will get a separate bill for water services. This brochure provides an overview of what to expect and what property owners will need to do.

What do property owners need to know?

After **1 July**, you will pay **Tiaki Wai** for water services charges, instead of paying through your council rates as you currently do. In late July/early August 2026, you will receive two separate bills: one for council rates and one for Tiaki Wai water services.

How will I pay my water services bill?

You will be able to pay by direct debit, online banking, phone banking, or over the counter at NZ Post stores that offer bill-payment services. For more information on how to pay your bill, read this flyer and visit www.tiakiwai.co.nz/billing.

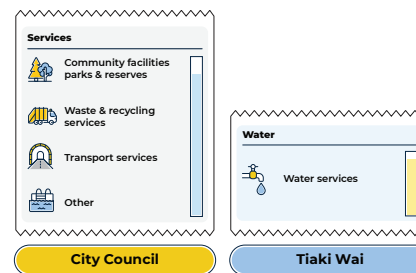
So, I'm going to get two bills?

Yes. You have always paid for water services, as part of your council rates bill. But after **1 July 2026**, you will receive and need to pay two separate bills: one Tiaki Wai water services bill, and a rates bill for other council services.

Current rates bill



Separate bills from 1 July 2026



This image shows indicative examples of council rates bills and a Tiaki Wai bill, and is for illustrative purposes only. Actual customer bills may vary.

How will my first water services bill be calculated?

Your first Tiaki Wai bill will be calculated using much the same approach your council has been using to calculate the water services portion of your rates. This approach will continue for the first year from 1 July 2026.

How much will my first Tiaki Wai water services bill be?

The exact amount will vary from property to property in the same way rates vary.

For the most up-to-date information on what you can expect to pay, go to www.tiakiwai.co.nz/billing.

When will I get my first water services bill?

You will receive your first Tiaki Wai water services bill in **late July/early August 2026**. Tiaki Wai bills will then be issued each quarter (every three months) – the same frequency as your council rates bills.

When will I need to pay my first Tiaki Wai water services bill?

By **1 September 2026**.

How will I pay my Tiaki Wai water services bill?

You will have options for how you can pay your water services bill, including:

- direct debit
- online banking
- phone banking
- over the counter at NZ Post stores that offer bill-payment services (via cash, EFTPOS, or credit/debit card).

